

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 7
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

Type of Meeting:	SA 7 QIC	Date: 11/13/2014	
Place:	Providence Community Services 21550 Pioneer Blvd. Suite 110	Start Time:	2:00 P.M.
Chairpersons:	Lupe Ayala	End Time:	4:00 P.M.
Members Present:	Caesar Moreno; Alma Bretado; Adrine Bazikyan; Clontarf Manor, Patrick Weston; Michael Pineda; Regina Esparza; Santty Rosales; Jorge Zamora; Joyce Toledo; J.Adrian Chavez; Naga Kasarabada; Vandana Joshi; Marc Borkheim; Laura Solis; Jennifer Mitzner; Sarah Park; Jacklyn Johnson; Joel Solis; Marishia Phillips; Joel Solis; Jen Christy; Gloria Sheppard; Alex Lee; Lupe Ayala		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Welcome & Introductions	Meeting was called to order at 2:00pm	Introductions were made	Lupe Ayala
Review & Approval of Minutes	Minutes for November 13, 2014 were reviewed.		Lupe Ayala
MHSIP Survey Training	Dr. Vandana Joshi from Quality Improvement Presented the MHSIP training which was well received by QIC.	Power point, MHSIP surveys and strategies distributed to members.	Lupe Ayala

Cultural Competency Update	Service Area 7's Cultural Competency specialist is Marc Borkheim, Ph.D. He shall attend Service Area 7 QIC meetings and provide updates and a plan to integrate the entire department (DMH) to be more culturally competent, sensitive and provide culturally competent services in all programs.		Dr. Mark Borkheim
Program Review	During certification/re-certification site visits, Program Review found some providers did not have the Beneficiary Rights Handbook or Provider Directory in their lobbies or where clients congregate. Patients' Rights is informing the District Chief and Service Area Liaisons to follow up and ensure Medi-Cal Beneficiary Rights are in compliance for all Service Area 7 Providers.		Joel Solis

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Respectfully Submitted,

Lupe Ayala
QIC Co-Chair

Kari Thompson
QIC Co-Chair

Denise Hernandez
QIC Co-Chair